

POLICY CO 1.3 USE OF TELEMEDICINE

- A. PURPOSE: To establish guideline for the use of telemedicine using interactive video conferencing.
- B. SCOPE: RBHAs and their subcontracted providers.
- C. POLICY: The RBHAs and subcontracted providers shall use teleconferencing to extend the availability of clinical, educational and administrative services. All clinical service provided through the interactive video teleconferencing will conform to established policies for confidentiality and maintenance of records.
- D. REFERENCES: ADHS/DBHS/RBHA Contract
- E. PROCEDURES:
1. Interactive video functions are approved for the following purposes:
 - a. Direct clinical services;
 - b. Case consultations;
 - c. Collateral services;
 - d. Training and education;
 - e. Administrative activities of participating agencies;
 - f. Management activities including Quality Management, Grievance and Appeal, Finance, Advocacy, Utilization and Risk Management, Clinical Consultation, and MIS; and
 - g. Other uses as approved by the RBHA.
 2. Confidentiality
 - a. At the time services are being delivered through interactive video equipment, no person, other than those agreed to by the person receiving services will observe or monitor the service either electronically or from "off camera."

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- b. The equipment will be placed in a room that maintains the person's privacy.
- c. If a recording of the interactive video service is to be made, a separate consent to record shall be obtained. Items to be included in the consent are:
 - (1) Identifying information;
 - (2) A statement of understanding that a recording of information and images from the interactive video service will be made;
 - (3) A description of the uses for the recording;
 - (4) A statement of the person's right to rescind the use of the recording; and
 - (5) A date upon which permission to use of the recording will be void unless otherwise renewed by signature of the person receiving the recorded service.
 - (6) For persons receiving services related to alcohol and other drugs or HIV status, written, time-limited informed consent must be obtained that specifies that no material, including video-tape, may be re-disclosed.
- 3. Documentation
 - a. Medical records of telemedicine interventions must be maintained according to usual practice
 - b. Electronically recorded information of direct, consultative or collateral clinical interviews will be maintained as part of the person's clinical record. All policies and procedures applied to storage and security of clinical information will apply.
- 4. The RBHA shall establish policies and procedures for scheduling and prioritization of use of interactive video conferencing.
- 5. Reimbursement for telemedicine services should follow customary charges for the delivery of the appropriate procedure code(s).

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F. APPROVED BY:

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